



RESERVATION TERMS & CONDITIONS

RESERVATIONS

A valid payment card must be provided at the time of reservation. Reservations will only be confirmed on receipt of full customer details including name, address, mobile telephone number and email.

CHECK IN / OUT

You may check-in at any time from 4.00pm on the scheduled day of arrival. On the day of departure, we kindly ask you to vacate your rooms by 11.00am. Late check-out after this time can be requested, subject to availability, and may be charged at an hourly rate at our discretion.

PAYMENT

Your account must be settled on arrival by Visa, Amex or Mastercard. Please note, we do not accept cash. Any additional expenses incurred during your stay will be payable on check out or charged thereafter to the card held on file.

RATE GUARANTEE

Rates are available online by clicking the book now button. We show full availability and rate transparency on our website. We offer you our rate promise, which guarantees that our best available rates in any category will be available when you book on-line direct.

CANCELLATIONS

If you have to cancel all or part of your reservation for whatever reason, we will apply the following charges:

- Up to 14 days of arrival – Free of charge.
- Within 14 days of arrival - You will be charged the full balance of the reservation.

PLEASE NOTE: We strongly advise our guests to take out travel insurance against unforeseen cancellation - especially if you intend to fly into our airfield.

BOOKING CHANGES

Please note rates are subject to change & we reserve the right to change your accommodation should we need to.

NO SHOWS

All rooms that have been secured by deposit or prepaid at the time of booking will be held until 10.00pm on the scheduled date of arrival unless otherwise agreed directly with the property. No Shows will be charged the full balance of the reservation.

FORCE MAJEURE

You understand that despite our best efforts, your booking may be affected by an event outside our control. In such circumstances, we may change, postpone, or cancel your booking (and event). If we have to cancel your booking because of an unforeseen event, we will inform you as far in advance as possible and will arrange for a full refund of all monies paid to us in respect of your booking (unless it is due to your failure or fault) but will have no other obligation or liability to you.

GROUPS

Any reservation of 3 or more rooms will be considered a group booking and will need to be made directly with the property. Please note such bookings are subject to the terms of group booking policy and can be attained by contacting info@newhallmains.com

FAMILIES / INFANTS

We welcome children of all ages and cots can be arranged in certain rooms and cottages at an additional charge. Guests under the age of 18 may only be registered and checked in to the hotel if accompanied by an adult.

DAMAGES

In the event of any damage or loss to the contents of your room, including stains to any of the soft furnishings, carpets and rugs we reserve the right to charge the credit or debit card used to book your reservation with either the full cost of repairing/cleaning such item(s) or if this is not possible the replacement cost with new. Please note that we are a non-smoking property. Clients failing to adhere to this condition may incur a cleaning fee of £150. If room keys are lost, a fee of £40 will be charged.

COVID

It is our policy to encourage full compliance with all local, national and international protocols aimed at controlling the spread of **Covid-19** and minimising its disruptive impact on all of us. Should a postponement of the event be forced on both parties by external circumstances, beyond the control of either party, e.g. government imposed COVID-19 restrictions, then you will be asked either to select a future date within a 12-month period from the date of original booking, subject to availability or offered a full refund.

DOGS

We allow well behaved dogs in the following cottages: Red Gates, our Standard Two Bedroom Cottage and our Fraser Rooms. A £25 charge will be applied.

LICENSING

Newhall Mains is licensed to sell alcohol. Only drinks purchased on the premises may be consumed in the public areas – this includes the Courtyard, Bar, Dining Space & Asado.

AGREEMENT

By booking you agree to these terms and conditions set out in the policy above.